

# Modernization Services

Accelerate the implementation, upgrade, migration, or transformation of your OpenText solution with our automated, standardized approach to solution modernization, either on cloud or off cloud.

## OpenText Modernization Services at a Glance:

- + Achieve rapid transformation through standardized, repeatable processes
- + Transition from operating to innovating
- + Optimize costs
- + Reduce effort by up to 80% through holistic automation
- + Ensure products are always the latest version

## Executive Summary

With artificial intelligence accelerating its presence in all aspects of life, many organizations are modernizing IT ecosystems to deal with emerging challenges. IT and business strategies are being aligned with a focus on cost optimization, future readiness, and risk reduction. There is a movement towards simplified, flexible architectures that are sustainable and scale. Implementing the latest versions of solutions in the cloud frees up resources through cost and effort efficiencies. Cybersecurity capabilities are also becoming ever more essential in the face of rapidly evolving threats.



Saving costs by shifting the operational model to managed services



Easy and cost-optimized currency



Understand the value of shared operational costs



Change of application demand incorporated in the subscription cost



Redirect resources for innovation



Faster adoption of new technologies

Figure 1. Motivations to modernize

Organizations may have a broad, top-down modernization strategy or may leave it up to individual business units. Regardless of the approach, barriers that may cause hesitation and delays include:

- The complexity of planning and implementing platform changes.
- Labor-intensive and slow manual installing, upgrading, and data migration processes.

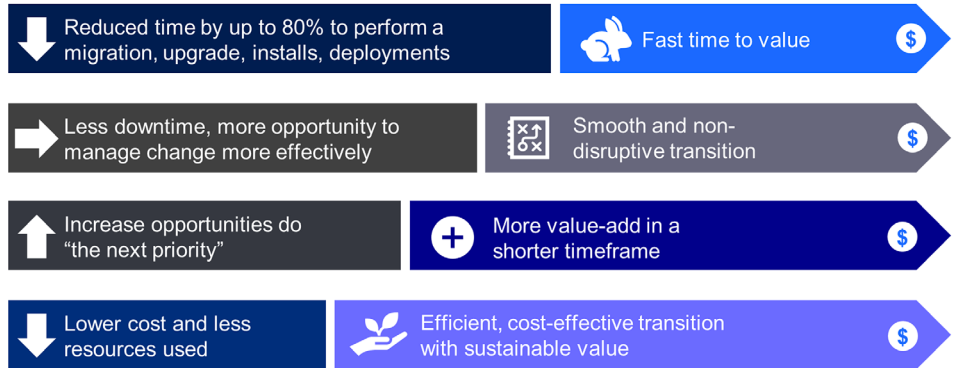
- A lack of skills and capabilities needed to perform modernization.
- Downtime and disruption to key systems when modernizing.
- Cost of modernization to IT and the business.
- Risks of major impacts to the business.

**Rapid Modernization Services by OpenText Professional Services**

To overcome these risks and impacts, OpenText™ Professional Services has a unified Modernization Services approach. No matter the technology or use case, we are able offer rapid platform modernization and transformation. Through a cost-effective, automated approach OpenText customers have been able to modernize faster with minimum disruption and extend platforms to deliver more value.

Modernization Services are comprised of:

- The Professional Services Modernization Factory team who manages and extends automated capabilities and performs modernization work, such as assessing environments, installing, upgrading, and migration.
- Local Professional Services consultants who work side by side with customers to ensure maximum value and provide a consistent, in-context experience.



**Figure 2.** Benefits of OpenText Modernization Services

Their efforts are carefully orchestrated to be:

- Repeatable, standardized, and geared for cost optimization to provide huge time savings and risk reduction.
- Architected with an innovative, common, flexible, automated toolset spanning OpenText and third-party technologies to speed transformation from one

platform to the next with dramatically reduced manual effort and disruptions.

- Provided through a common catalog that is being continuously expanded
- When an item is not available, OpenText can provide an automated product package within a few weeks. This empowers customers to remain flexible and agile in a changing landscape.

**How Our Modernization Services Work**

**Assessment**

**Value assessment and change plan**

- Prepare leadership, current state assessment, future state design, dashboard & change KPIs

**Technical assessment**

- Existing & target infrastructure, existing customizations, security & network issues

**Value+**

- Train new features
- Integrations
- Change management
- New customizations
- "The next priority"

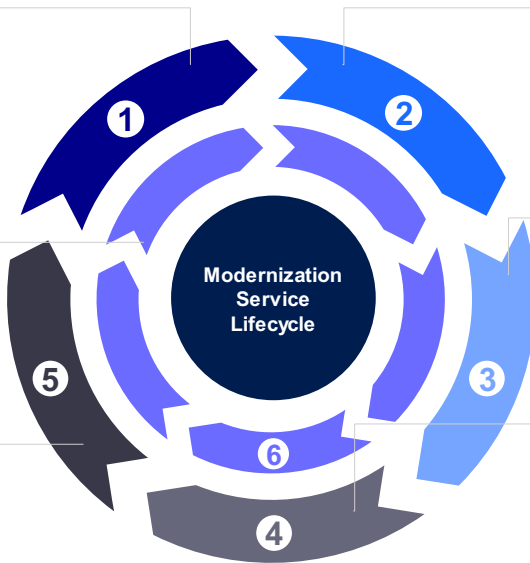
**Transition**

**Technical Transition Support**

- Running Tests & supporting UAT

**Production Transition**

- Establish "New Normals"
- Announce & communicate



**Prepare**

**Change Plan**

- Architecture, mentoring plan, continuous improvement activities

**Technical Preparation**

- New Certificates, Binaries, Storage, Run time, engines, Virtual systems

**Currency**

**Mentoring & transition assistance**

- Train the trainers, new process & practices learning

**Technical Upgrades**

- Upgrade existing applications & modify existing connectors

**Migrate**

**Technical Migration**

- Migrate Configuration, Application Data
- Create Archive for retention purpose

**Continue Mentoring**

- Transition mentoring for admin, superusers in prod like env
- Document new processes and practices

**Figure 3.** The Modernization Services approach

**Modernization Services Catalog**

Professional Services offers three types of modernization services:

- **Automation on demand**  
for any script, manual activity, parallelisms, and repeatable action that can save time.
- **Existing automation catalog entries**  
for installs, upgrades, streams, or migrations of OpenText products with current automation capabilities.
- **New automation catalog entries**  
where automation capabilities need to be extended.

Each catalog item is defined in Small (three weeks), Medium (six weeks) and Large (nine weeks) time frames and will be coupled with the additional modernization efforts unique to each customer use case. The OpenText Professional Services team will evaluate your requirements to confirm the scope and develop a plan.

**AUTOMATION ON DEMAND**

OpenText can provide automation services for any manual activity that is to be repeated, such as migrating containers, configurations, databases to different environments and platforms. Automating manual processes speeds them up while reducing the risk of human error or cost blow outs.

**EXISTING AUTOMATION CATALOG ENTRIES**

OpenText can provide automated services for the following OpenText™ products that we already have developed to greatly reduce efforts and rapidly increase time to value for modernizations (see table at right).



<ul style="list-style-type: none"> <li>■ OpenText™ Archive Server</li> <li>■ OpenText™ ArcSight™ Logger</li> <li>■ OpenText™ ArcSight™ Enterprise Security Manager</li> <li>■ OpenText™ Cloud Optimizer</li> <li>■ OpenText™ Documentum™</li> <li>■ OpenText™ Data Flow Probe</li> <li>■ OpenText™ Fortify™ Static Code Analyzer</li> <li>■ OpenText™ Fortify™ Software Security Center</li> <li>■ OpenText™ NetIQ™ Identity Manager</li> </ul>	<ul style="list-style-type: none"> <li>■ OpenText™ Network Node Manager i &amp; Software Smart Plug-ins</li> <li>■ OpenText™ Network Automation</li> <li>■ OpenText™ Operations Manager Agent</li> <li>■ OpenText™ Operations Bridge Manager</li> <li>■ OpenText™ OPTIC Management Toolkit</li> <li>■ OpenText™ On-Premises Bridge</li> <li>■ OpenText™ OPTIC Data Lake for Network Operations Manager</li> <li>■ OpenText™ OPTIC Data Lake for OpenText™ Operations Bridge</li> </ul>	<ul style="list-style-type: none"> <li>■ OpenText™ Service Manager</li> <li>■ OpenText™ Sitescope™</li> <li>■ OpenText™ Service Management Automation X (SMAX) Bring Your Own Key</li> <li>■ OpenText™ Service Management Automation X (SMAX) On-Premises</li> <li>■ OpenText™ Universal CMDB</li> <li>■ OpenText™ Universal Discovery Agent</li> <li>■ OpenText™ Vertica™ Analytics Platform</li> <li>■ OpenText™ Vertica™ Cluster</li> <li>■ OpenText™ WebInspect</li> </ul>
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**AUTOMATION FOR 3RD PARTY AND OPEN-SOURCE TOOLS**

In addition to OpenText products, our existing Modernization service catalog can provide automation for some 3rd Party and open-source tools including for Amazon Web Services, various content management systems, Postgres, MS SQL and VMware®. Check with your local OpenText Professional Services representative for more information.

**NEW AUTOMATION CATALOG ENTRIES**

Automation that needs to be built from scratch can be ready within six to eight weeks. If your use case is not available, the OpenText Modernization Factory can provide a repeatable blueprint to rapidly speed up modernization. These types of modernization can be assessed by the OpenText Professional Services team.

**How We Have Helped Customers with Modernization Services**

OpenText has helped many customers to modernize their platforms and overcome the challenges of complexity, labor-intensive and manual processes, missing skills and capabilities, downtime and disruption, cost, and risks of major impacts to their business.

**How We Helped a Large Travel Company Modernize**

Our customer was using OpenText™ Fortify™ Software Security Center on premises to scan code to detect application vulnerabilities for their application suite. The customer decided to move the solution to OpenText™ Fortify™ on Demand (FOD) and commenced migration internally.

Unfortunately, manually migrating 150 applications in four months was too slow and impactful. OpenText proposed using an automated approach to dramatically reduce the timeline, effort, and cost. Professional Services performed a test of the migration and showed the customer that we could migrate 100 applications in two days. The Modernization Services team then performed the migration, eventually migrating more than 2,200 applications to FOD in four weeks.

Business outcomes of the modernization included:

- Reduced risk of cybersecurity breaches due to avoiding undetected application vulnerabilities introduced during software delivery.
- Increased protection for their business, market reputation, and their customer's information.
- Saving time and money on infrastructure and solution management.
- Redirecting resources to focus on business and IT innovation.

#### OTHER EXAMPLES OF OPENTEXT MODERNIZATION SERVICES

- Assisting a large energy company to merge several independent FOD implementations into one in minutes, not weeks, reducing the duration of their modernization by 80 percent.
- Helped a multinational conglomerate to modify all existing off-cloud components for their OpenText™ Operations Bridge solution to be prepared to switch over to the cloud. OpenText changed hundreds of agents and gateways in days, delivering a 60-percent reduction in duration.
- Worked with a large IT company to keep its OpenText™ SMAX installation current, using automation for a multiple hop

upgrade and standardization, leading to 40-percent time savings.

- Assisted a large software company in implementing an OpenText™ ALM Quality Center load-balanced five-server PostgreSQL cluster platform for migration purposes in minutes, reducing duration by 70 percent.
- Helped a large IT company stream data from several OpenText application servers to OpenText™ Vertica™ Analytics Platform for consolidation and analytics purposes, reducing the duration of their efforts by 40 percent.

#### How to Start Modernizing Your OpenText Platform or Solution

No matter your modernization challenge, our team can quickly assess how we can help and provide direction on your modernization effort. The easiest way to get started is to contact your local OpenText representative.

#### The OpenText Professional Services Difference

OpenText provides unmatched capabilities with a comprehensive set of consulting and implementation services to drive innovation through streamlined and efficient software delivery:

- Proven OpenText software solution implementation expertise.
- More than 20 years of experience helping large, complex, global organizations gain value.
- Rich intellectual property and unparalleled reach into product engineering.
- Education and support services to ensure adoption.

Learn more at [OpenText Professional Services](#)

[www.opentext.com](http://www.opentext.com)

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